



IOT Service Operations  
SLA Compliance  
Enterprise Level Agreements  
For October 2007

Service Level Agreement

Target Performance

Current Performance

Customer Service

Speed To Answer Calls	90% Calls Answered Under 60 Seconds	75%	
Call Abandonment Rate	Less then 5% Abandoned <i>(Includes Voicemail)</i>	10%	
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	99%	
Email Response Rate	98% Response within 1 business hour	98%	
User Sampling Survey	95% Of Satisfied Customers	96%	
Resolution Of Incidents On Time	90% Calls Resolved On Time <i>( By Grouping )</i>	98%	

Account Management	8 Business Hours	99.4%	
Applications	16 Business Hours	95.8%	
Data Management	32 Business Hours	96.2%	
Database	32 Business Hours	95.9%	
Hardware	40 Business Hours	96.4%	
Operating System	24 Business Hours	97.7%	
Telecomm	12 Business Hours	98.3%	

Excluding GMIS & SIRS

Project Management

Complete By Promised Due Date	90% Within 5% of Planned Project Duration	
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Network Availability

CAN Availability ( Campus Area )	24x7 Availability ( 99.9% )	99.8%	
Dial-Up Availability	24x7 Availability ( 99.9% )	100%	
Switch Availability	24x7 Availability ( 99.9% )	99.9%	
VPN Availability	24x7 Availability ( 99.9% )	99.5%	
WAN Availability ( Remote Sites )	24x7 Availability ( 98.9% )	99.9%	

Server and Storage Administration

Overall Average Windows Server Availability		99.8%	
Citrix Server Availability	99.9% Availability	100%	
E-Mail Server Availability	99.9% Availability	100%	
Shared File Server Availability	99.9% Availability	99.7%	
SQL Server Availability	99.9% Availability	99.6%	
Web/App Server Availability	99.9% Availability	99.9%	

Account Management

Disable Network Account Requests	Disabled Within 4 Business hours ( 98% )	99%	
New Network Account Requests	Creation Within 2 Business Days ( 99% )	100%	
Privilege/Rights Change Requests	Change Within 8 Business Hours ( 97% )	100%	

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- In compliance
- Within Tolerance
- Out of compliance
- Insufficient data available this month

Run Date 11/7/2007